

eWiSACWIS TAW Presentation

Agenda

- Recent problems/resolutions

- Infrastructure status/recent changes

- Recent performance statistics

- Upcoming infrastructure upgrades

- Round-table discussion/share experiences

Recent Problems/Resolutions

12-17-03 P03303220 closed Network connectivity to DOA

Problem Cause:	Unknown - DOA
Effect on Customers:	45 min outage
Recovery	reboot at DOA
Future Prevention	unknown - DOA

12-23-03 P03304675 closed eWISACWIS very slow in many locations

Problem Cause:	server abend due to excessive load
Effect on Customers:	slow down for eWiSACWIS customers only
Recovery:	reboot
Future Prevention:	iChain servers configuration review, distribution of load and capacity monitoring

01-02-04 P03305822 closed CITRIX WISACWIS MDE Module

Problem Cause:	service failure on IIS server
Effect on Customers:	2 day outage for internet only, Intranet still available
Recovery:	reboot of server , restart of service
Future Prevention:	monitoring with sniffer device to find another reoccurrence and resolve immediately

01-05-04 P04306275 closed WISACWIS replication problems

Problem Cause:	coding statements
Effect on Customers:	slow running of job and with increased workload from more users taking excessive time
Recovery:	TSS revised code statements and dramatically decreased run time of procedure...from in excess of six hours to minutes
Future Prevention:	Monitor results over a period of days to insure fix

Recent Upgrades/Changes

IAPC (Initial Assessment Primary Caregiver)

LDAP Server Upgrade -- More processing power

iChain Login Page -- AutoSave of passwords disabled

REPL upgrades -- 6 additional indexes

Test Lab additions -- Word 2002, Word 2003

Recent Performance Statistics

Most Active Transaction:

**Open Create Case Page
(31,365 Occurrences)**

	Week of 11/24/03	Week of 12/1/03	Week of 12/8/03	Week of 12/15/03	Week of 12/22/03	Week of 12/29/03	Week of 01/05/04
Transactions	171,935	301,461	492,920	560,086	262,335	322,871	618,579
Avg Response Time	.437 Seconds	.435	.542*	.424	.772**	.422	.432

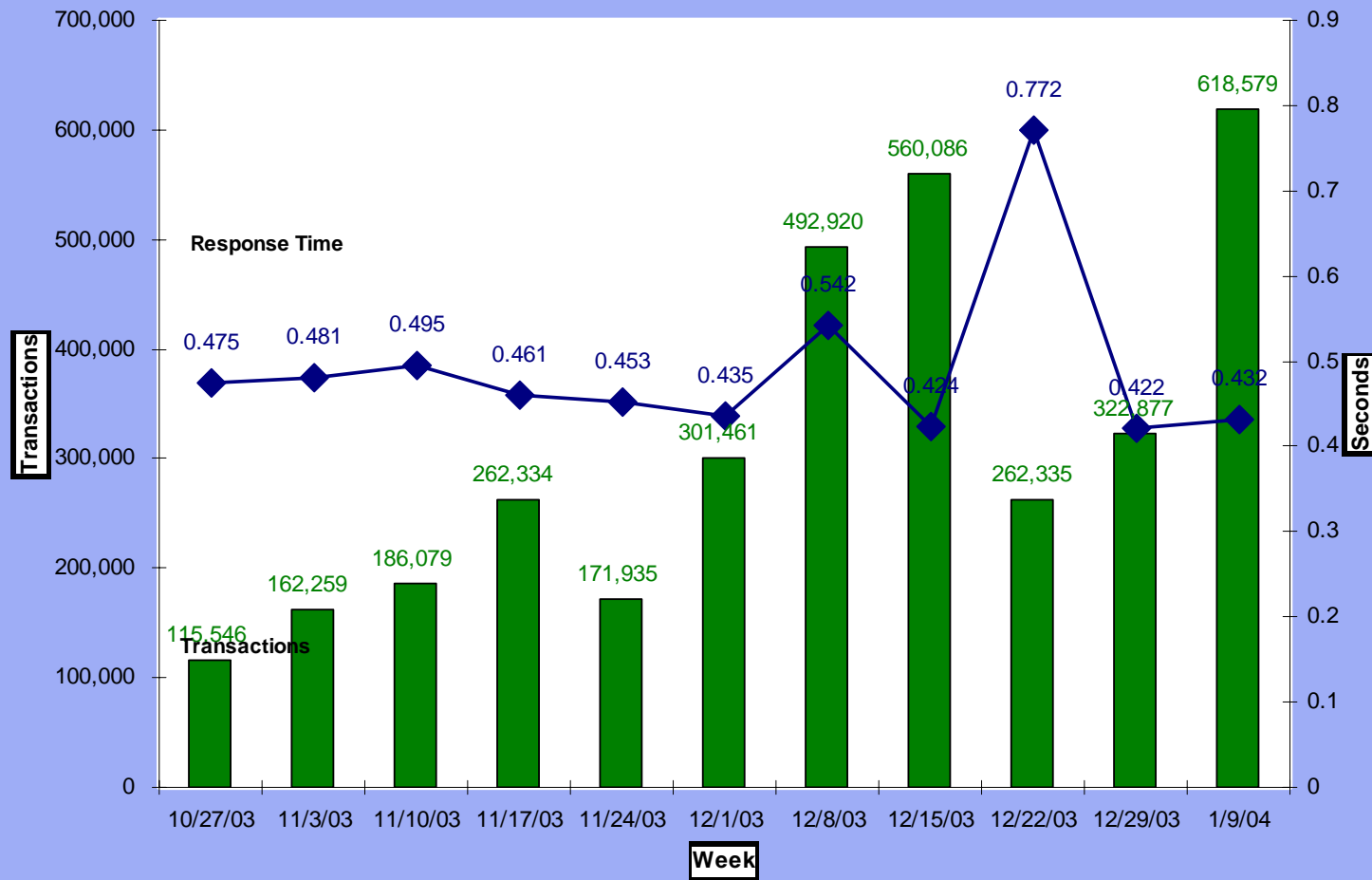
* Note, there was a problem with the LDAP server that affected performance, especially on 12/9.

Without this problem period (on 12/9 from 1:07 to 2:40), average performance was .447 seconds.

** On 12/23 from 9:00 AM to 11:00 AM there was a runaway ichain task on the ichain server that caused performance to degrade drastically. The average response time without this problem period was .500 seconds.

Performance Statistics

Production Response Time



Upcoming Upgrades

Oracle version upgrade: 8i to 9i

Crystal reports upgrade: v7.0 to 8.0/9.0

LoadRunner upgrade

Future: WebSphere/HTTP upgrades

Round Table Discussions

WAMS/Self Registration

.OCX install

Citrix/Thin Client

Word/Templates

Other

Questions

